

Table of Contents

Introduction	page 2
Becoming a <i>GACAPS</i> Child Care Provider	pages 3-5
Who can participate?	
Do I have to be licensed?	
Am I required to meet any special requirements?	
Do I have to fill out any forms?	
Childcare Certificates	pages 6-9
What is on the Certificate?	
Sample certificate	
Variable Schedule Certificate (VSC)	
Invoicing and Payment	pages 10-14
How do I begin to get paid?	
What is the paper invoice process?	
Sample invoice	
Invoice Authorizations	
Using the Internet to Send Invoices	
Correcting Errors Made on the Invoice	page 15
Payment	pages 16-20
When does payment begin?	
How will I receive my payment?	
How does the state <i>CAPS</i> program decide how much to pay for child care?	
Will I be paid for time that a child is absent?	
Remittance Notice	
The <i>MAXIMUS/GACAPS</i> web site	pages 21-37
The <i>GACAPS</i> Homepage	
The Provider Info page	
The Sign On page	
Entering attendance	
The Billing History page	
The Payment History page	
The Active Certificates page	
The Forms/Guides page	
The Useful Links page	
The Help page	
The Contact Us page	
Parent Responsibilities	page 38
Provider Mediation	page 39
<i>MAXIMUS</i> Contact Information	page 40
Important Phone Numbers	page 41
<i>CAPS</i> Policy Reminders	pages 42-44
Terms and Definitions	pages 45-48

Introduction

The Childcare and Parent Services (CAPS) Program is a subsidy program provided by the Division of Family and Children Services (DFCS), which uses state and federal funds to assist eligible families who need help with paying the cost of child care while they are at work or in an approved program when funding is available.

In October of 2000, the Childcare and Parent Services Section of the Division of Family and Children Services began a provider management and payment service through a contract with an outside company, MAXIMUS. MAXIMUS is responsible for managing, training and paying child care providers who serve families participating in the CAPS program throughout Georgia. The name that has been given to show the relationship between CAPS and MAXIMUS is known as Georgia Childcare and Parent Services (GACAPS).

Some benefits that child care providers will see as a result of being a part of the MAXIMUS/GACAPS service include:

- A minimum of two payments each month;
- Internet access to allow providers to mark attendance and submit invoices on the Web;
- Reducing time and paper check costs through the use of Direct Deposit as a way to pay providers;
- Allowing the provider to have access to check the status of their payment by phone 24 hours a day using a personal identification number.

We would like to welcome you to the MAXIMUS/GACAPS service. We hope this provider handbook will give you information about our program and how you can use this service to help the DFCS families you serve. We are confident that the information enclosed will be helpful to you as you become a part of the MAXIMUS/GACAPS program and answer common questions that you may have about our service. However, if you have any other questions, just call the MAXIMUS/GACAPS Customer Service Center at **1-877-755-6522**.

Becoming a CAPS Child Care Provider

Who can participate?

The following people can provide child care under the CAPS Program:

- Licensed or commissioned center-based providers;
- Licensed or commissioned group home providers;
- Registered family child care providers;
- School based programs or other programs that are legally exempt from licensing requirements;
- Non-related providers providing care outside of the child's home;
- Related providers (Aunt, Uncle, Grandparent, or Great-Grandparent) providing care within or outside of the child's home.

Do I have to be licensed by Bright From the Start: Georgia Department of Early Care and Learning (DECAL)?

The following people must be licensed/registered to provide child care:

- Providers operating day care centers or group homes must be licensed by DECAL.
- Providers operating family day care homes must be registered by DECAL.
- Providers who are related to the child or children in care (see Related Providers above) can keep up to six (6) related children in or outside the child/children's home without registering with DECAL, but must enroll with their local DFCS office.
- Providers who are not related to the child or children may only care for one or two children outside the child's home without registering with DECAL, but must enroll with their local DFCS office.
- Schools and programs operating on school grounds are exempt from licensing requirements but must submit a letter of exemption issued by DECAL and must enroll with their local DFCS office.

Am I required to meet any special requirements?

The following requirements must be met in order to become a CAPS Provider:

- An informal provider's enrollment period covers twelve (12) months at a time. All informal providers must obtain eight (8) hours of Health and Safety Training each year. The training must be completed during the first six (6) months of each enrollment year.

- Registered family child care providers must register with DECAL annually.
- As the child care provider, when you sign the Child Care Provider's Responsibilities form, you are certifying that you meet all of the following minimum CAPS/DHR standards, including, but not limited to:
 1. You are at least eighteen (18) years old.
 2. You have no felony or other violent crime convictions
 3. You have no protective services record of violence or harm to others, including child abuse or neglect and are not under investigation for such offenses.
 4. There is an operating fire extinguisher at the location where the child care will be provided.
 5. There is a working smoke detector at the location where the child care will be provided.
- The background of informal providers is checked through Cogent Systems, Inc. State and federal records are checked to determine if the provider has committed a serious crime or abused children. We will not use child care providers if the information we obtain from the background check shows that a child's safety may be at risk.

Do I have to fill out any forms?

As a part of your initial and on-going enrollment with the MAXIMUS/GACAPS service, you will be asked to send in current important documents, as required by CAPS policy, based on the type of program you operate.

All providers have six weeks to complete the necessary paperwork to maintain their eligibility. Three weeks after your initial enrollment, MAXIMUS/GACAPS will send you a letter if you still have not sent in all your paperwork. If, after six weeks, we are still missing information, you will be dismissed from the MAXIMUS/GACAPS program.

- **Center based, group home, and exempt providers** are required to send in the following **signed** documents to MAXIMUS:
 1. Form W-9- Request for Taxpayer Identification Number and Certification;
 2. Form 704 - Civil Rights Compliance
 3. Child Care Provider's Rights and Responsibilities form;

4. Copy of center License or a copy of the letter of exemption form from DECAL;
 5. Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement;
 6. Copy of your program policies and rates.
- **Family home child care providers** are required to send in the following **signed** forms to MAXIMUS:
 1. Form W-9- Request for Taxpayer Identification Number and Certification;
 2. Child Care Provider's Rights and Responsibilities form;
 3. Copy of current Certificate of Registration from DECAL;
 4. Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement;
 5. Copy of your program policies and rates.

Note: Family Day Care Providers must register with DECAL each year and supply MAXIMUS/GACAPS with the new Certificate of Registration.

- **Informal providers** are required to submit the following forms to MAXIMUS:
 1. Form W-9- Request for Taxpayer Identification Number and Certification;
 2. Child Care Provider's Rights and Responsibilities form;
 3. Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement;
 4. Copies of Health and Safety training certificates.
 5. Confirmation that you have completed your fingerprint process. ***
 6. A copy of your rates.

Informal providers will also be required to have a face-to-face interview with their local DFCS case manager each year. At this interview you will submit a copy of your Social Security Card along with a second form of identification and complete an informal childcare provider enrollment form.

*****Informal providers will also have to go through a criminal background screening, including submitting fingerprints. The finger printing process is done through Georgia Applicant Processing Services across the State. This process must be completed within the first six (6) weeks of enrollment as a provider or you will be ineligible for payment and be dismissed from the program.**

Child Care Certificates

A parent or legal guardian is approved for subsidized child care assistance through their local county DFCS office, after they have met all the eligibility requirements and have chosen an eligible provider. Once approved, the parent and provider will be given a child care certificate for each eligible child.

What is on the certificate?

- The certificate contains the basic information for both the provider and parent, including name, address and contact numbers.
- The certificate states the amount CAPS will pay to the provider, the amount the parent is to pay, any family fees that are assessed by DFCS and the provider charges above the CAPS maximum rate.
- The certificate shows the dates the certificate is valid, the date the child is eligible to begin receiving care, the authorized registration fee, and the child care case manager's name and phone number.
- The certificate contains basic CAPS program policy information both the client and provider should read and understand.

Both the parent and the provider will receive a copy of this certificate. ***Please see how the certificates you receive will look by viewing the sample certificate on page 7.*** Both the parent and provider will then be able to know how much DFCS will pay to the provider each week and how much, if any, the parent is responsible to pay.

Make sure the type of care you provide is the type of care listed on the certificate. If not, please contact the DFCS case manager.

If there is any change in the child care arrangement approved on the child care certificate, the parent/guardian must contact their Child Care Case Manager at the local county DFCS office right away. Any changes to a client/child's case or certificate MUST be made through the local county DFCS office. The Child Care Case Manager may need to issue a new child care certificate based on significant changes in the amount of care needed. MAXIMUS has no ability to create new certificates or change any information on existing certificates.

The certificate looks like this:

MAXSTAR - 00001005

File Edit Help

← → I L R S MaxWinClient

Ms. SYSTEM OVERRIDE & TESTING
34 PEACHTREE ST SUITE 2400
ATLANTA, GA 30303-

September 12, 2006

DFCS has approved child care as shown below. We will only pay for child care authorized with this certificate. Clients must report to their case manager at the county DFCS office any changes in their situation. The changes must be reported to DFCS within (10) calendar days of the change. Examples of changes include income, work hours, home address, household members, the cost of care or as stated in policy.

Providers should notify the case manager at the DFCS office if a child in the CAPS program is absent for three or more days in a row. Providers must notify MAXIMUS of any changes in their information immediately. This includes changes in the cost of care, ownership, license, location, etc. Payments will be made in accordance with the child's attendance and the care approved by this certificate.

This Certificate may be terminated for any reason stated in CAPS policy which include, but are not limited to the following:

- The Provider fails to comply with its responsibilities as stated in the provider handbook
- The County department has inadequate revenues to sustain the arrangements listed on this certificate
- The child(ren) no longer participate in the provider's program
- Mutual Consent
- If the family is no longer eligible

I. Child Care information Case: 20028 Certificate: 1246906

Child's name BOBBY TEST DOB: 02/02/2001 Authorized: 10/22/2005

Type of Care Day Care Care Begin: 09/05/2005

of days per week 5 Care End: 04/09/2006

Variations

II. Family information *** Recertification Date ***

Child's Parent/Guardian OVERRIDE & TESTING SYSTEM 08/27/2006

Address 34 PEACHTREE ST SUITE 2400

ATLANTA, GA, 30303-

Telephone (home) (work)

III. Provider # 17898 Type: Center

Name SYSTEM TESTING, DO NOT USE UAS: 544

Address 34 PEACHTREE ST SUITE 2400 Relation to Child: OU

ATLANTA, GA 30303- In Child's Home: No

Phone (404)601-3222 Registration Fee: 50

IV. CAPS payment and assigned Family Fees

	Actual Provider Weekly charge	CAPS weekly Rate	Child Fee	CAPS Weekly Amt to Prov	Parent Weekly Responsibility	Authorized Registration Fee
Day Care	120	105	0	105	15	50

PROVIDERS: Please note that CAPS payment(s) may be less if there is an outstanding claim balance due to CAPS from you. The parent is not responsible for this outstanding claim balance. Information packets are issued upon initial enrollment. Additional copies are available upon request. Please call MAXIMUS @ 1-877-755-6522 if you need further assistance.

ATTENTION: This certificate is effective from 09/05/2005 to 04/09/2006, unless there are changes in the family situation. The Parent and the Provider will receive written notification from DFCS if this certificate is changed. If you are not recertified prior to 08/27/2006, you will no longer be eligible to receive CAPS child care.

V. Case Manager - Romaniello, Mike (444)444-4444 REV 07/28/05 15:50

Variable Schedule Certificate (VSC)

Some children receiving CAPS care may have what is called the Variable Schedule Certificate (VSC). This certificate is used only for school-aged children, where the parent expects to use the same provider for multiple types of care. Just one child care certificate created by the DFCS case manager will cover Before and After School care, Full time care and Part time care throughout the entire year.

What you need to know as a provider:

1. The VSC will list your charges and the authorized DFCS rate for all three types of care.
2. The payment for service weeks is based on the school calendar for the school district which the child in your care attends.
3. VSC will list on your paper invoice as "BV" under the "TOC" or type of care column before the certificate number. If you invoice on the web, a VSC will have a Before and After and Part time attendance row during the school year and just a Full Time row when school is closed for a full week of service.
4. During the school year, when you provide care for a child more than just Before and After school, you will mark that attendance on the invoice by using the letter "P," for Part time care. These days would include individual school holidays like Columbus Day and Veteran's Day and school closings due to weather or teacher workshops. Regular Before and After School care should be marked as normal, with a check mark, "✓" or "X."
5. When school is closed for full weeks such as winter holidays, spring break or summer, these weeks are listed on the bottom of your VSC as full time care weeks. These are based on the school calendar and you will be paid for full time care. You will mark attendance on your invoice as normal, with a check mark, "✓" or "X."
6. Payment will be based on the attendance marked and the school calendar. Payment during any week will never be more than the Full time amount authorized.

The VSC looks like this:

File Edit Help

MaxWinClient

Ms. SYSTEM OVERRIDE & TESTING
34 PEACHTREE ST SUITE 2400
ATLANTA, GA 30303-
September 12, 2006

DPCS has approved child care as shown below. We will only pay for child care authorized with this certificate. Clients must report to their case manager at the county DPCS office any changes in their situation. The changes must be reported to DPCS within (10) calendar days of the change. Examples of changes include income, work hours, home address, household members, the cost of care or as stated in policy.

Providers should notify the case manager at the DPCS office if a child in the CAPS program is absent for three or more days in a row. Providers must notify MAXIMUS of any changes in their information immediately. This includes changes in the cost of care, ownership, license, location, etc. Payments will be made in accordance with the child's attendance and the case approved by this certificate.

This Certificate may be terminated for any reason stated in CAPS policy which include, but are not limited to the following:

- The Provider fails to comply with its responsibilities as stated in the provider handbook
- The County department has inadequate revenues to sustain the arrangements listed on this certificate
- The child(ren) no longer participate in the provider's program
- Mutual Consent
- If the family is no longer eligible

I. Child Case information Case: 30028 Certificate: 1294502

Child's name BOBBY TEST DOB: 02/02/2001 Authorized: 12/19/2005
Type of Care Before & After School Case Begin: 01/02/2006
of days per week 5 Case End: 02/27/2006
Variations *** Variable Schedule Certificate ***

II. Family information *** Recertification Date ***
Child's Parent/Guardian OVERRIDE & TESTING SYSTEM 02/27/2006
Address 34 PEACHTREE ST SUITE 2400
ATLANTA GA, 30303-
Telephone (home) (work)

III. Provider # 17592 Type: Center
Name SYSTEM TESTING, DO NOT USE GAS: 544
Address 34 PEACHTREE ST SUITE 2400 Relation to Child: OU
ATLANTA, GA 30303- In Child's Home: No
Phone (404) 601-3222 Registration Fee: 50

IV. CAPS payment and assigned Family Fees

	Actual Provider Weekly charge	CAPS weekly Rate	Child Fee	CAPS Weekly Amt to Prov	Parent Weekly Responsibility	Authorized Registration Fee
Before & After School	55	65	0	55	0	0
Day Care	0	105	0	0	0	
Past Time	0	35	0	0	0	

DPCS has authorized payments for Before and After School Care, Fulltime care in the summer and Past Time Care (school closings). Except as noted below you will be paid accordingly:

- Before and After School Care DPCS will pay \$ 55.00 per week
- Fulltime Care DPCS will pay \$ 0.00 per week
- Past Time Care (teacher workday and school closings) DPCS will pay \$ 0.00 per daily
- This Rate will be paid, when a "P" is entered on the Invoice
- Registration Fee Authorized by DPCS (payable once per calendar year) \$ 0.00

School System: Atlanta City (traditional)

Fulltime Weeks:
04/03/2006 05/29/2006 06/05/2006 06/12/2006 06/19/2006 06/26/2006 07/03/2006 07/10/2006
07/17/2006 07/24/2006 07/31/2006 08/07/2006

PROVIDERS: Please note that CAPS payment(s) may be less if there is an outstanding claim balance due to CAPS from you. The parent is not responsible for this outstanding claim balance. Information packets are issued upon initial enrollment. Additional copies are available upon request. Please call MAXIMUS @ 1-877-755-6522 if you need further assistance.

ATTENTION: This certificate is effective from 01/02/2006 to 02/27/2006, unless there are changes in the family situation. The Parent and the Provider will receive written notification from DPCS if this certificate is changed. If you are not recertified prior to 02/27/2006, you will no longer be eligible to receive CAPS child care.

V. Case Manager - Romanelli, Mike (404) 444-4444 REV 07/28/05 15:50

For Help, press F1

Invoicing and Payment

How do I begin to get paid?

Before any payments can be made, MAXIMUS/GACAPS must have a signed Health Insurance Portability and Accountability Act (HIPAA) **Business Associate Agreement form** and a **Form W-9** Request for Taxpayer Identification Number and Certification on file for you. Both of these forms are included in your provider enrollment packet.

PAYMENTS CANNOT BE ISSUED WITHOUT A SIGNED W-9 FORM AND A SIGNED HIPAA FORM.

When completing the Form W-9, make sure that the name you use matches the Tax ID you enter. For example, if you enter your Social Security number, make sure you spell your name as it appears on your Social Security card. If you use your business name, make sure that it includes Inc., or LLC if it is incorporated or a Limited Liability Company. The information you enter on the W-9 is about the person or business that will be responsible for paying taxes on the income you receive for caring for CAPS children. Every Form W-9 will be verified with the IRS. Any mismatch between Tax ID and name may delay or suspend payments.

Providers must return all required paperwork to MAXIMUS/GACAPS within the first six weeks of registering with MAXIMUS/GACAPS. Please refer to pages 4 and 5 of this handbook for the required documents needed based on the type of program you operate. If you have any questions about any of the required documents, please contact the MAXIMUS/GACAPS office.

MAXIMUS/GACAPS will send you a reminder letter after three weeks listing any missing documents. If you do not submit your required paperwork before the six-week deadline, you will be dismissed from the program.

What is the paper invoice process?

If you are completing your invoices using the paper method, MAXIMUS/GACAPS will send you two invoices each month. ***Please see how the invoices you receive will look by viewing the sample invoice on page 12.***

- Invoices are printed on the second Monday of every month, and are mailed out in two envelopes. The first invoice contains the first two service weeks (Service weeks begin on Monday and end on Sunday) of the month. The second

invoice will contain the last two or three service weeks, if the month has five weeks in it.

1. The invoice will list each child in your care who has an active certificate when we print the invoices.
2. For each day the child is in your care, please place a check mark, "✓" or "X."
3. If you did not provide care for a child for that service week, please check "No Care".
4. If there are any children in your care not listed on your invoice or any instance where you provided care beyond what is authorized on your certificate, you must print the names of these children on the bottom of your paper invoice and indicate the service week and the number of days you provided care for these children. Please include any certificate numbers for these children.
5. If you are charging a registration fee, please check that column on the invoice. As a reminder, registration fees are only paid once in a calendar year for a child with the same provider, if authorized by DFCS.

Please do not return your invoice until you have provided care for the last day of the invoice period. If the invoice is received before the first day of the next billing period, it will be returned to you and this process will cause your payment to be delayed.

The invoice form looks like this:

MAXSTAR - 00:09:50
File Edit Help

MaxWinClient

CHILD CARE INVOICE

DO NOT USE SYSTEM TESTING
34 PEACHTREE ST
SUITE 2400
ATLANTA, GA 30303

ml5888-WebUSER

Provider ID# - 17898

Phone # - (404)601-3222
Date Created - September 12, 2006

PLEASE READ

INCOMPLETE INVOICES OR INVOICES RECEIVED BEFORE August 20, 2006
WILL BE RETURNED AND YOUR PAYMENT MAY BE DELAYED
SEE REVERSE SIDE ON HOW TO FILL OUT THIS FORM
FAILURE TO RETURN AN INVOICE WITHIN 60 DAYS OF SERVICE PERIOD MAY RESULT IN YOUR DISMISSAL AS A CAPS CHILDCARE PROVIDER

TOC=Type of Care D=Day N=Night P=Part Time B=Before and After School
BV=Before and After School-Variable Schedule

WEEK BEGINNING 08/07/2006

NAME OF CHILDREN IN CARE		T	CERT	DATE OF	END CARE	DFCS	Net	NO										PROV
LAST	FIRST	MI	C	NO	BIRTH	DATE	AMT	FEE	\$	CARE	M	T	W	T	F	S	S	REG Fee
WEB TEST	5		B	1246905	04/01/2001	08/27/2006	65	0	65									
WEB TEST	4		BV	1247001	08/25/1999	08/27/2006	110	0	110									****

**** - Full Time Week for Variable Schedule Certificate

WEEK BEGINNING 08/14/2006

NAME OF CHILDREN IN CARE		T	CERT	DATE OF	END CARE	DFCS	Net	NO										PROV
LAST	FIRST	MI	C	NO	BIRTH	DATE	AMT	FEE	\$	CARE	M	T	W	T	F	S	S	REG Fee
WEB TEST	5		B	1246905	04/01/2001	08/27/2006	65	0	65									
WEB TEST	4		BV	1247001	08/25/1999	08/27/2006	65	0	65									

I certify that all the information on this invoice is true and correct and that all services for which I am billing have been provided in accordance with the Child Care and Parent services policy manual, transmittals or memorandums, State Plan and Federal Registry for the CCDF Part II 45 CFR Parts 98 and 99. I understand that I will only be paid for childcare services provided in accordance with the state CAPS program policy and Federal regulations. I also understand that if I receive an overpayment for childcare from DHR/DFCS/GACAPS for any reason, including but not limited to providing incorrect information in this form, DHR/DFCS/GACAPS has the right to recover the overpayment. I also understand that to recover an overpayment DHR/DFCS/GACAPS may offset the overpayment against any future childcare payments which may be due, up to fifty percent (50%) of the amount owed each check until the overpayment is paid in full.

By signing this invoice, I further certify that I am legally authorized to submit this invoice as the agent of the provider/owner for whom this invoice is submitted.

Provider's Signature

Date

For Help, press F1

Invoice Authorizations

MAXIMUS/GACAPS will not pay for any child for whom DFCS has not authorized care. If a provider shows on an invoice that a child was in care during a time not covered by a child care certificate, the cost of that care would be the parent's responsibility.

For example, if Michael Jamsion is only authorized for care Monday thru Friday but he receives care on Saturday and does not have a weekend care certificate, the cost of that care will not be paid by MAXIMUS/GACAPS. The cost of Michael's Saturday care will be the responsibility of his parent or other responsible person.

If a child is authorized for care above and beyond their regular type of care for that time, this is known as part time care. The occasional care certificate that has been authorized by DFCS will not appear on the printed section of the invoice. You must write the child's name in the occasional care section under the week that care was provided. The provider must also indicate the days care was given. Please include the certificate number for any occasional care certificates you may have for the child in care.

For example, Bobby Smith currently receives before and after school care from your program. He has been authorized for part time care by DFCS and you have a copy of his occasional care certificate. He was out of school and in your care on Tuesday and Wednesday because of school holidays. You would write in Bobby's name at the bottom of the invoice and indicate the service week and which days part time care was provided.

Using the Internet to Send Invoices

MAXIMUS/GACAPS operates a secure web site at <https://max.gacaps.com>. Anyone who has access to the Internet and a valid email address can fill out a child care invoice, make changes, and submit the completed invoice using the Internet. Receiving and submitting your invoices over the Internet is a faster, easier, and more accurate way to complete and submit your invoices and will allow you to receive your payments faster.

To begin On-Line Billing you will need to request a user ID and password. You may obtain a user ID and password by:

1. Contacting your MAXIMUS/GACAPS representative to request an Electronic Invoice Request Form.
2. After completing the form, mail it back to MAXIMUS/GACAPS at 34 Peachtree Street, NW, Suite 2400, Atlanta, GA 30303.
3. Your Issue Resolution Specialist will contact you if additional information is needed.
4. An email will be sent to you with your user ID and instructions for logging on to the web.

Please see the electronic invoicing instructions on Page 21.

Correcting Errors made on the Invoice

If there is a payment mistake made due to the information on the invoice, you must complete an Adjustment Request Form. This form may be requested by calling MAXIMUS/GACAPS and it will be sent to you in the mail, by email or by downloading from our web page. Adjustment requests must be made within 60 days of the payment date.

If you do not understand the amount that you have been paid, call MAXIMUS/GACAPS for an explanation of the amount paid. Payment amounts may vary from the certificate for various reasons. Some examples of why your payment amount may be different from the certificate include:

- The invoice may have been completed incorrectly.
- The authorized amount on the certificate may need to be reviewed by the local DFCS office.
- There may be a benefit reduction applied to the authorized payment due to a previous overpayment.

Payment

When does payment begin?

Providers can be paid after the DFCS Child Care Case Manager has authorized a certificate in the automated system. MAXIMUS/GACAPS will print an invoice and mail it to the provider so they can mark the attendance for the children in their care. After the provider mails the invoice back to MAXIMUS/GACAPS, our payment processors will enter the attendance information from the invoice into our computer system. Payments will then be issued. From the time MAXIMUS/GACAPS receives your invoice to the time the payment is processed is usually 7-10 business days. Payment will only be made to the provider if they have submitted a signed W-9 form, and a signed HIPAA/Business Associate's Agreement form.

How will I receive my payment?

MAXIMUS/GACAPS gives child care providers two options for receiving payment:

- **OPTION #1-Payment by check**
 1. All checks are mailed to providers via US mail.
 2. Payments made by check can be expected to be mailed 7 - 10 days **after** MAXIMUS/GACAPS receives your correctly completed invoice. (Invoices that are incomplete or not signed will be returned to you and will cause a delay in processing your payment.)
- **OPTION #2-Payment through direct deposit into your bank account**
 1. Providers can choose to have their payment electronically deposited into their checking or savings account or pre-paid debit card.
 2. At the time a provider signs up for direct deposit, the next time they are paid MAXIMUS/GACAPS verifies the account information with the bank.
 3. If all account information is correct, future payments will be sent electronically to the specified account. Verification of direct deposit account information may take up to 14 calendar days.
 4. Once your direct deposit enrollment is complete and your invoice is received and processed, you can expect to receive payment in your account within 2 - 3 days.

Direct deposit is the easiest payment option. Once enrolled, you will no longer receive a paper check and will not have to make trips to the bank to deposit or cash your

checks. Instead of a check, you will receive a paper statement in the mail listing the children for whom you were paid.

If you have questions about your payment, the MAXIMUS/GACAPS staff is available to answer your questions weekdays from 7:00 a.m. to 5:30 p.m. at 1-877-755-6522. A telephone representative will direct your call. If you cannot contact MAXIMUS during these hours, you can use your Personal Identification Number (PIN) that was mailed to you at enrollment and get your most recent payment information at any time using our automated voice response system. You can also leave a message on the automated voice response system and a MAXIMUS/GACAPS representative will contact you as soon as possible the next business day.

How does the state CAPS program decide how much to pay for child care?

The rates paid under the CAPS Program are determined by the following:

1. The age of the child.

- a. The rate will change when the child turns 1 and 3 years old.
- b. Children are no longer eligible for CAPS subsidized care once they turn 13 unless court-ordered supervision is required or there is a documented special need. Special needs children can receive care until they turn 18.

2. The type of child care provided.

- a. There are different rates based on Full time, Before and After, and Part time care.

3. The area of the state in which care is being provided.

- a. Provider's rates vary in different areas of Georgia.

4. The type of provider.

- a. Rates that DFCS will pay vary whether child care is offered by a Center, Group Home, Family Home or Informal provider.

The CAPS Program considers the provider rates that are published with each DFCS office and compares them to the State approved maximum rate for that area. CAPS will pay the lesser of the two amounts.

For example, a provider charges \$80 a week for child care and the state approved rate for the provider's area is \$75. CAPS will pay \$75 per week minus any established fees that the parent must pay.

CAPS pays the same amount each week, unless the type of care provided changes and a new certificate is issued. The authorized amount paid for service is found on the child care certificate. This amount is also listed on your paper or electronic invoice for each child listed.

If a provider has a claim against them for being overpaid for services, the provider's check will be reduced based on CAPS policy until the overpayment balance has been paid in full. Any time a provider is paid more than they are eligible for, that money must be repaid. It doesn't matter how the overpayment was caused, it must be returned.

Will I be paid for time that a child is absent?

- Attendance cannot be marked if a child is not in your care. DFCS does not reimburse providers who close their center.
- If a child is in your care at least one day during the service week, you will normally be paid the amount on the authorized child care certificate.
- If the child's attendance falls consistently below the number of days of care authorized on the child care certificate, or **if the child does not attend your program for three (3) consecutive days with no prior excuse, you must notify the Child Care Case Manager at the local DFCS office as soon as possible.**
- If a child has left your care you must report this change to the Child Care Case Manager immediately. Notify the worker of the child's last day of care. Payment will be made through the child's last week of care.
- If a child in your care is ill and does not attend your program for the entire week, you may request the weekly authorized rate to hold the slot for the sick child.

Remittance Notice

After you submit your completed, signed invoice and it is processed for payment, you will receive either a check or direct deposit remittance notice. Each notice lists the children and service weeks that you were paid for and the amount you were paid for each child, minus any fees. Also listed on the remittance notice is the certificate number and approved payment amount for each of the DFCS children in your care. Any child(ren) not listed on your remittance notice could not be paid. You can contact MAXIMUS/GACAPS to find out why payment could not be issued.

By keeping a copy of your invoice before you send it in, and later comparing it to your remittance notice, you can keep an accurate record of your attendance and billing for DFCS children you serve.

If you submit your invoices over the Internet, or have sent in an email address to MAXIMUS/GACAPS, you will also receive an email of the remittance notice after MAXIMUS processes checks. This email lists the exact same payment information as on your remittance notice, and will be sent to you even faster.

An example of a remittance notice is shown on the next page.

The remittance notice looks something like this:

MAXSTAR - 00:48:30

File

Edit

Help

←

→

I

L

R

S

MaxWinClient

***** Provider Information *****

Provider ID: 17898

Name: SYSTEM TESTING, DO NOT USE

Address 1: 34 PEACHTREE ST

Address 2: SUITE 2400

City State Zip: ATLANTA, GA 30303-

***** Invoice Info *****

Number: 814090

Date Paid: 07/11/2006

Invoice Net Amount: 175.00

Direct Deposit: N

Processed By: WEBPAG

Date Created: 07/11/2006

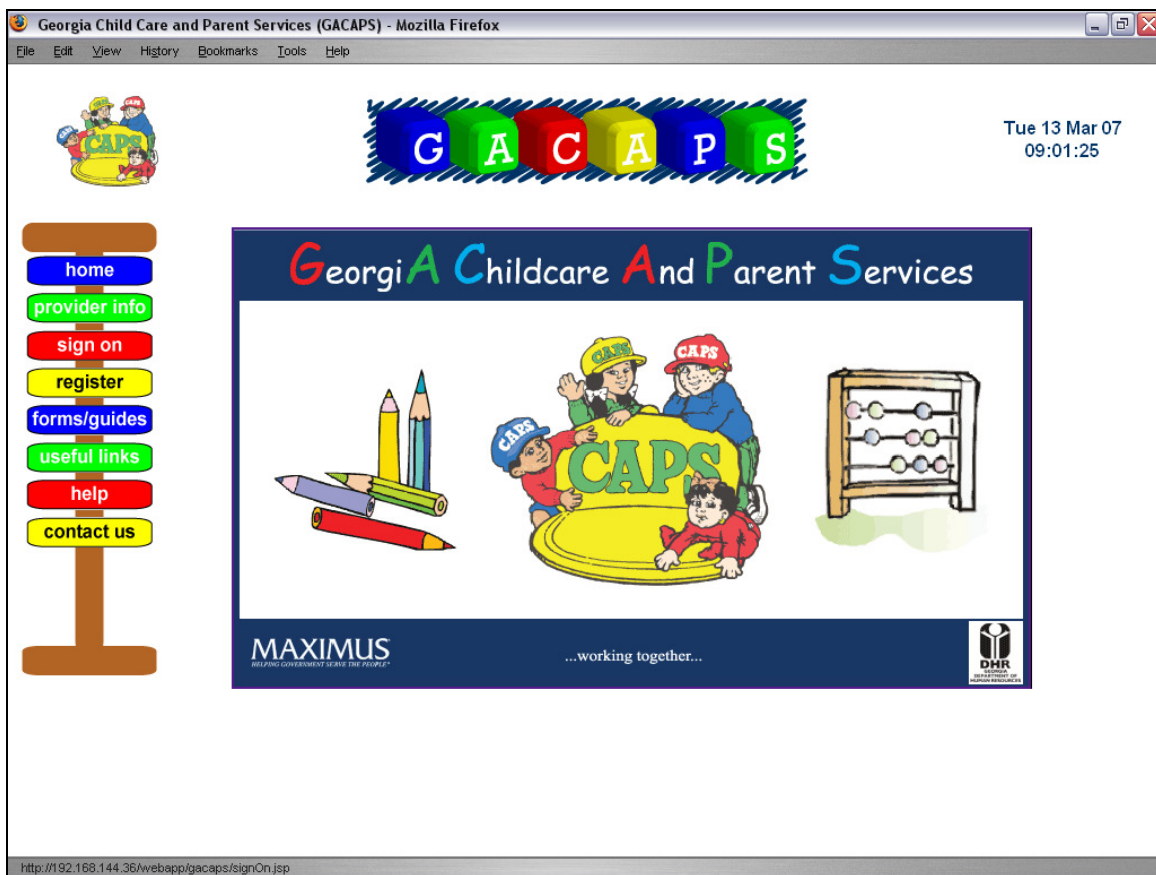
Child Name	Serv Week	Cert #	**** DFCS **** Begin	**** End	Prov Wkly *-Overrd	Gross	Copay	Adjust	Net
Total of Line Items		2				175	0	0	175
WEB TEST, 4	07/03/2006	1247001	65	65	70	110	0	0	110
WEB TEST, 5	07/03/2006	1246905	65	65	70	65	0	0	65

For Help, press F1

The MAXIMUS/GACAPS web site

To use the MAXIMUS/GACAPS website, you will need to have access to the Internet.

1. Once you are connected to the Internet, open your Internet browser (usually Internet Explorer, Mozilla's Firefox, or Netscape).
2. Type in the web address <https://max.gacaps.com> in the area next to the word "address" and press enter.
3. You are now connected to the MAXIMUS/GACAPS provider web site homepage.



The GACAPS Homepage

The MAXIMUS/GACAPS homepage leads to other web pages within the MAXIMUS/GACAPS web site. To access the other pages in the web site you can click on the words along the left hand side of the screen.

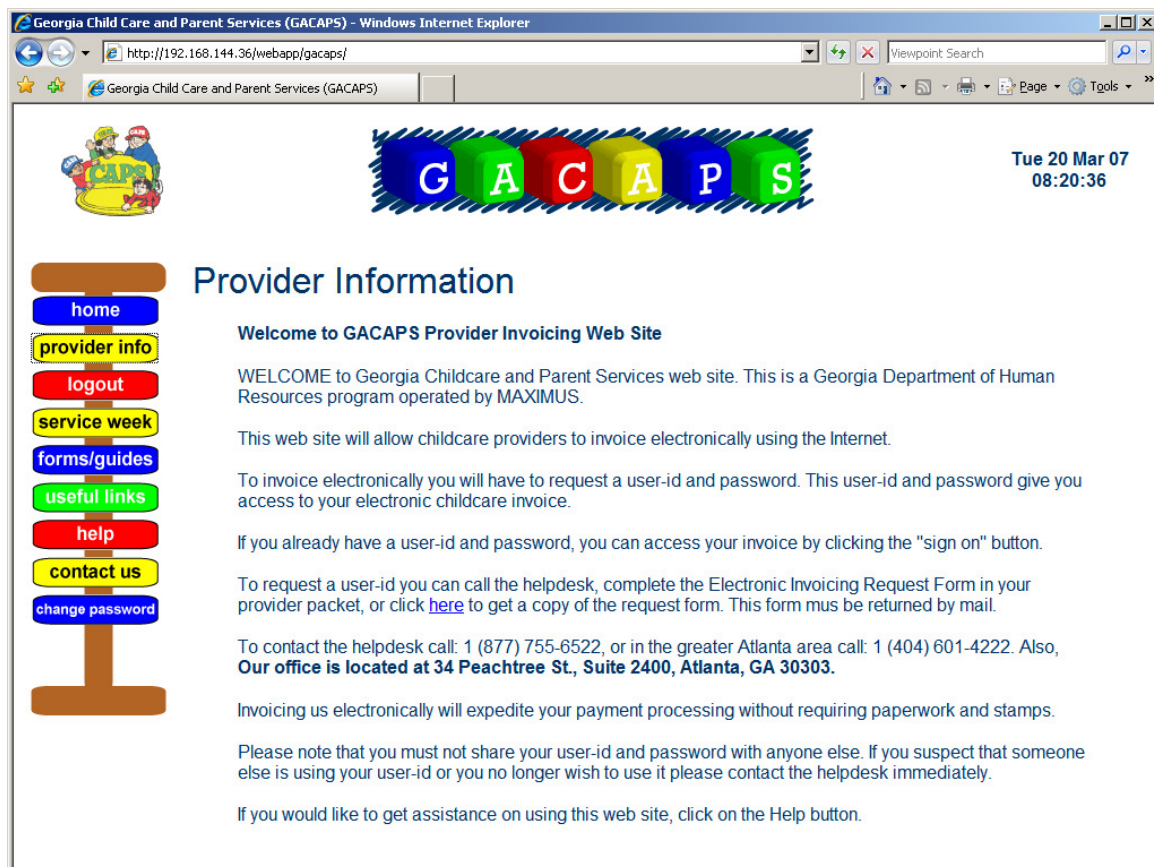
The homepage contains the following links:

- provider info- clicking here will take you to a provider welcome screen.
- sign on- clicking here will take you to the sign in screen where you can enter your user name and password to access your invoice(s).
- register- this page allows you to download the Electronic Invoicing Request form so you can get access to on-line invoicing.
- forms/guides- this page has every form you may need as a MAXIMUS/GACAPS provider to download and submit.
- useful links- clicking here will take you to a page that lists links to other web sites that might be helpful to you such as Bright From the Start: Department of Early Care and Learning.
- help- clicking here will take you to a page that lists some common questions and answers that providers may have.
- contact us- lists our phone numbers and physical address. It also allows providers to send us an email with questions or payment requests.

The Provider Info Page

To get to the provider information page you can click on the word "provider info" on the Home page.

The provider information page includes explanations of the online invoicing system for providers and lists how to contact MAXIMUS/GA CAPS.



The Sign On Page

To get to the Sign On page you can click on the word "sign on" on the homepage.

You will use the sign on page to access your online invoices.

To sign onto the system you will need your **MAXIMUS/GACAPS** user ID and your **MAXIMUS/GACAPS** password.

The following steps allow you to complete the sign in process:

1. Type in the user ID that was assigned to you by MAXIMUS.
2. Click on Forgot Password and type in your email address. A password will be emailed to you.
3. Type the password that MAXIMUS emailed to you.
4. Press the login button.

The screenshot shows a web browser window titled "Georgia Child Care and Parent Services (GACAPS) - Mozilla Firefox". The page has a header with a logo on the left, the text "GACAPS" in large colorful letters in the center, and the date/time "Tue 13 Mar 07 09:02:54" on the right. A vertical sidebar on the left contains buttons for "home", "provider info", "sign on" (highlighted with a red border), "register", "forms/guides", "useful links", "help", and "contact us". The main content area is titled "Sign On Page" and contains instructions: "To enter the online provider invoicing program, enter your User ID and Password below. When you are finished, press the Login button." Below this are input fields for "User ID:" and "Password:", a "Forgot Password (click to reset)" link, and a "Login" button. At the bottom, there is a paragraph about password resets and a paragraph with contact information for the helpdesk: "To contact the helpdesk, call: 1(877) 755-6522, or in the greater Atlanta area call: 1(404) 601 4222. Our office is located at 34 Peachtree St., Suite 2400, Atlanta, GA 30303."

*****When you log into the MAXIMUS/GACAPS web site for the first time, you will need to create a new password.**

It is important to create a password that is easy to remember.

Once you log in, if you need to change your password you will see a "change password" screen.

Complete the following steps to change your password.

1. Enter the password that was sent to you by MAXIMUS in the **Current Password** area.
2. Type your new password in the **New Password** area.
3. Confirm your new password by re-typing it in the **Re-enter New Password** area.
4. Press the **Submit** button.
5. Within minutes, you will receive a new password sent to the registered email address for your provider number.



Georgia Child Care and Parent Services (GACAPS) - Windows Internet Explorer

http://192.168.144.36/webapp/gacaps/

Georgia Child Care and Parent Services (GACAPS)

Tue 20 Mar 07 08:19:22

Change Your Password

Please fill out the details below to change your password:

Your password has expired, please change your password

Current Password:

New Password:

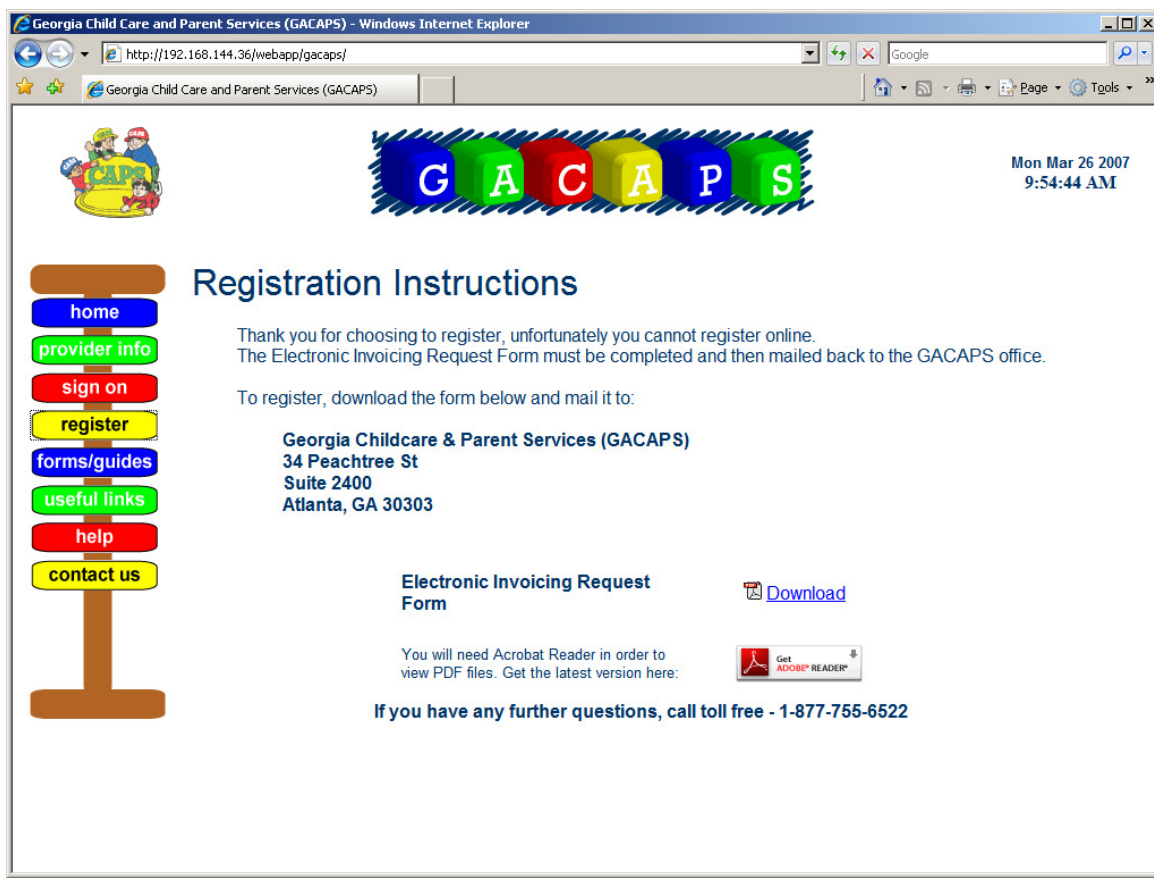
Re-Enter New Password:

The Register Page

To get to the register page you can click on the word "register" on the Home page.

For those providers who don't already have access to their invoices on-line, the register page allows you to download a form to complete and send to MAXIMUS/GA CAPS to begin submitting invoices over the Web.

Just click on the word Download, the form will open up in Adobe Acrobat Reader. If you don't have Adobe on your computer, please click on the "Get Adobe Reader" button below Download.

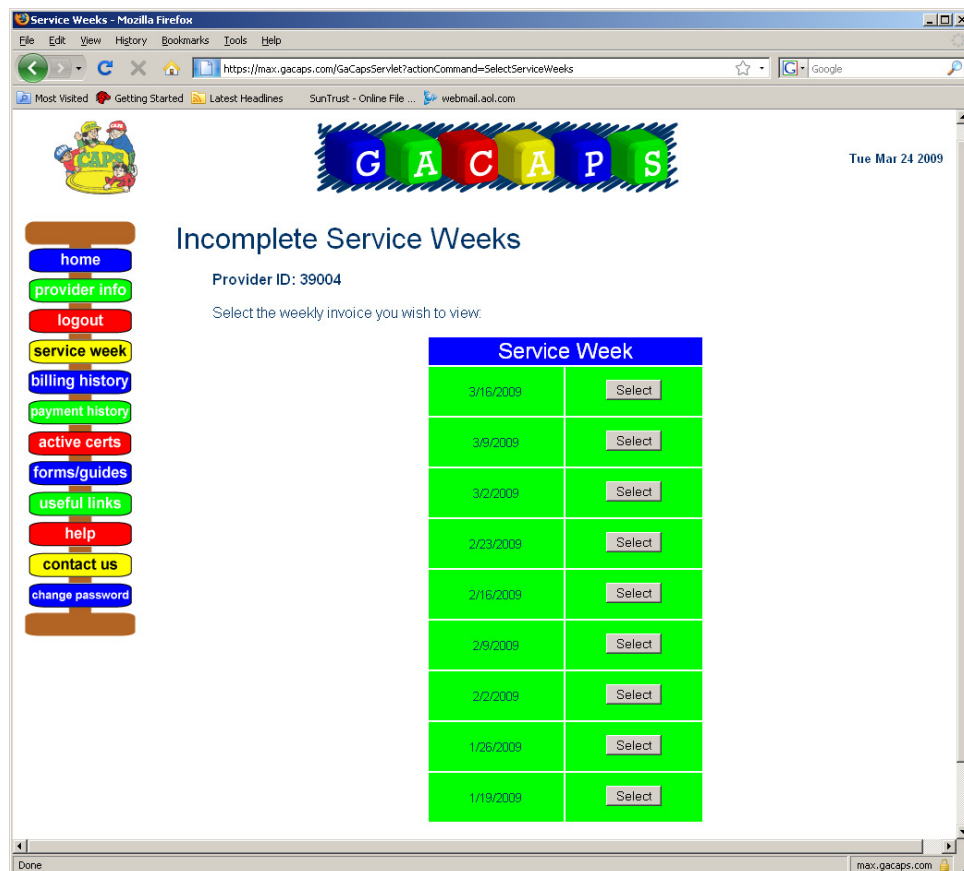


Online Invoicing

The Service Week Page

Once you have successfully logged into the MAXIMUS/GACAPS web site, you will be able to access the provider service week page.

- This page offers a view of the available service weeks for you to submit attendance. Select a service week, and the child information and attendance records will appear.



Entering attendance

Georgia Child Care and Parent Services (GACAPS) - Windows Internet Explorer

http://192.168.144.36/webapp/gacaps/

Georgia Child Care and Parent Services (GACAPS)

Tue 20 Mar 07 08:24:26

Invoice

*Care Types:
 FT = Full Time/Day or Night
 PT = Part Time
 BA = Before & After School

Invoice for service week 2/26/2007

Cert. ID	Child Name	D.O.B.	End Care	DFCS \$	Fee \$	Net \$	Care Type	No Care	M	Tu	W	Th	F	Sa	Su	Reg Fee	Approve
1607055	BOBBY TEST	2/2/2001	8/19/2007	53	0	53	BA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1586024	CHILD 1 TEST	4/8/1999	3/11/2007	53	0	53	BA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1586038	SIMON TEST	4/10/2000	12/30/2007	75	0	75	FT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1586031	2 WEB TEST	9/9/2000	12/30/2007	53	0	53	BA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Submit

After clicking on the "Select" button for the correct service week, the individual children who have active certificates for that week will appear. To mark the actual attendance of the children in your care, use your computer mouse to click on the individual days in the week. If you did not provide care for a child for that week, click on the "No Care" box. You can only request a registration fee during a week when you provided care for a child. You can do this by clicking on the "Reg Fee" box. You **cannot** be paid a registration fee if you marked "No Care."

If you have not been approved for a registration fee, or it has already been paid, you will not be able to click on the "Reg Fee" box for that child.

When you are done entering attendance for each child, click on the "Approve" column.

Variable Schedule Certificates

Variable Schedule Certificates, or VSC, are single certificates for a school-aged child that provide payment for up to three different types of care:

- Before and After School
- Full time daycare
- Part time care

(Please see page 8 for more information about the VSC and payment.)

If you have a child with a VSC, during the school year when school is open for at least one day each week, that child will have two separate lines to record attendance- BA and PT. For those days when the child was in your care only Before and After School, click on the correct day on the BA line. If you care for the child more than Before and After School, click on the correct days on the PT line. **You cannot mark more than 2 days on the PT line.**

Georgia Child Care and Parent Services (GACAPS) - Windows Internet Explorer

http://192.168.144.36/webapp/gacaps/ Viewpoint Search

Georgia Child Care and Parent Services (GACAPS)

Tue 20 Mar 07 08:24:26

Invoice

*Care Types:
FT = Full Time/Day or Night
PT = Part Time
BA = Before & After School

Invoice for service week 2/26/2007

Cert. ID	Child Name	D.O.B.	End Care	DFCS \$	Fee \$	Net \$	Care Type	No Care	M	Tu	W	Th	F	Sa	Su	Reg Fee	Approve
1607055	BOBBY TEST	2/2/2001	8/19/2007	53	0	53	BA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
							PT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1586024	CHILD 1 TEST	4/8/1999	3/11/2007	53	0	53	BA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
							PT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1586038	SIMON TEST	4/10/2000	12/30/2007	75	0	75	FT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1586031	2 WEB TEST	9/9/2000	12/30/2007	53	0	53	BA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
							PT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Submit

Once you complete the attendance for the children, click on the "Submit" button on the bottom of the page. You will then get a page that displays any children that you did not submit attendance for. When you are done entering attendance, please read the legal disclaimer and then click on the "Complete" button at the bottom of the page. You will then get a confirmation page, which looks like this:

Georgia Child Care and Parent Services (GACAPS) - Windows Internet Explorer

http://192.168.144.36/webapp/gacaps/

Georgia Child Care and Parent Services (GACAPS)

Tue 20 Mar 07 08:25:27

DO NOT USE SYSTEM TESTING 2,
34 PEACHTREE STREET,
VALDOSTA, GA, 31602
Invoice for service week 2/26/2007

Thank You For Your Submission!
Confirmation Number 15738-200307

Cert. ID	Child Name	D.O.B.	End Care	DFCS \$	Fee \$	Net \$	Care Type	No Care	M	Tu	W	Th	F	Sa	Su	Reg Fee	Approve
1607055	BOBBY TEST	2/2/2001	8/19/2007	53	0	53	BA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
							PT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1586024	CHILD 1 TEST	4/8/1999	3/11/2007	53	0	53	BA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
							PT	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1586038	SIMON TEST	4/10/2000	12/30/2007	75	0	75	FT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1586031	2 WEB TEST	9/9/2000	12/30/2007	53	0	53	BA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
							PT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*Care Types:
FT = Full Time/Day or Night
PT = Part Time
BA = Before & After School

Print this page Continue

You **cannot** go back and change attendance once you have received your confirmation number. You may want to print this page for your records to compare to your remittance email. This will let you make sure you received payment for all of the attendance you submitted.

Click on "Continue" and you will be taken back to the service week page where you can now select a new service week for which you can invoice.

If there are children who do not appear on your invoice, click on "contact us" on the left side of the page.

The Billing History Page

To get to the Billing History page you can click on the words "billing history" on the Home page after you signed in.

By using the Billing History page, a provider can now search for previous attendance submissions. By choosing a search type, Service Week, Certificate ID or Confirmation number, providers can now get an invoice history based on that search type. Also, providers must select a specific Service Week, then click on Submit.

Billing History - Mozilla Firefox


File Edit View History Bookmarks Tools Help

Address bar: <https://max.gacaps.com/GaCapsServlet?actionCommand=SelectSubmissions>

Search: melissa keller

Most Visited: Getting Started Latest Headlines SunTrust - Online File ... webmail.aol.com

Billing History

 Tue Mar 24 2009

Billing History

Provider ID: 39004
WEB TEST 3,
35 COLONEL WAY,
DULUTH, GA, 30096

*Care Types:
FT = Full Time/Day or Night
PT = Part Time
BA = Before & After School

Search Type: Service Week

Enter Search Criteria: 1/5/2009 Submit

Billing History for Service Week: 1/5/2009

Cert. ID	Service Week	Child Name	D.O.B.	End Care	DFCS \$	Fee \$	Net \$	Care Type	No Care	M	Tu	W	Th	F	Sa	Su	Reg Fee	Confirmation No
2056862	1/5/2009	SIMON TEST	4/10/2000	5/17/2009	75	0	75	FT	N	Y	Y	Y	Y	N	N	N	N	15836-230109

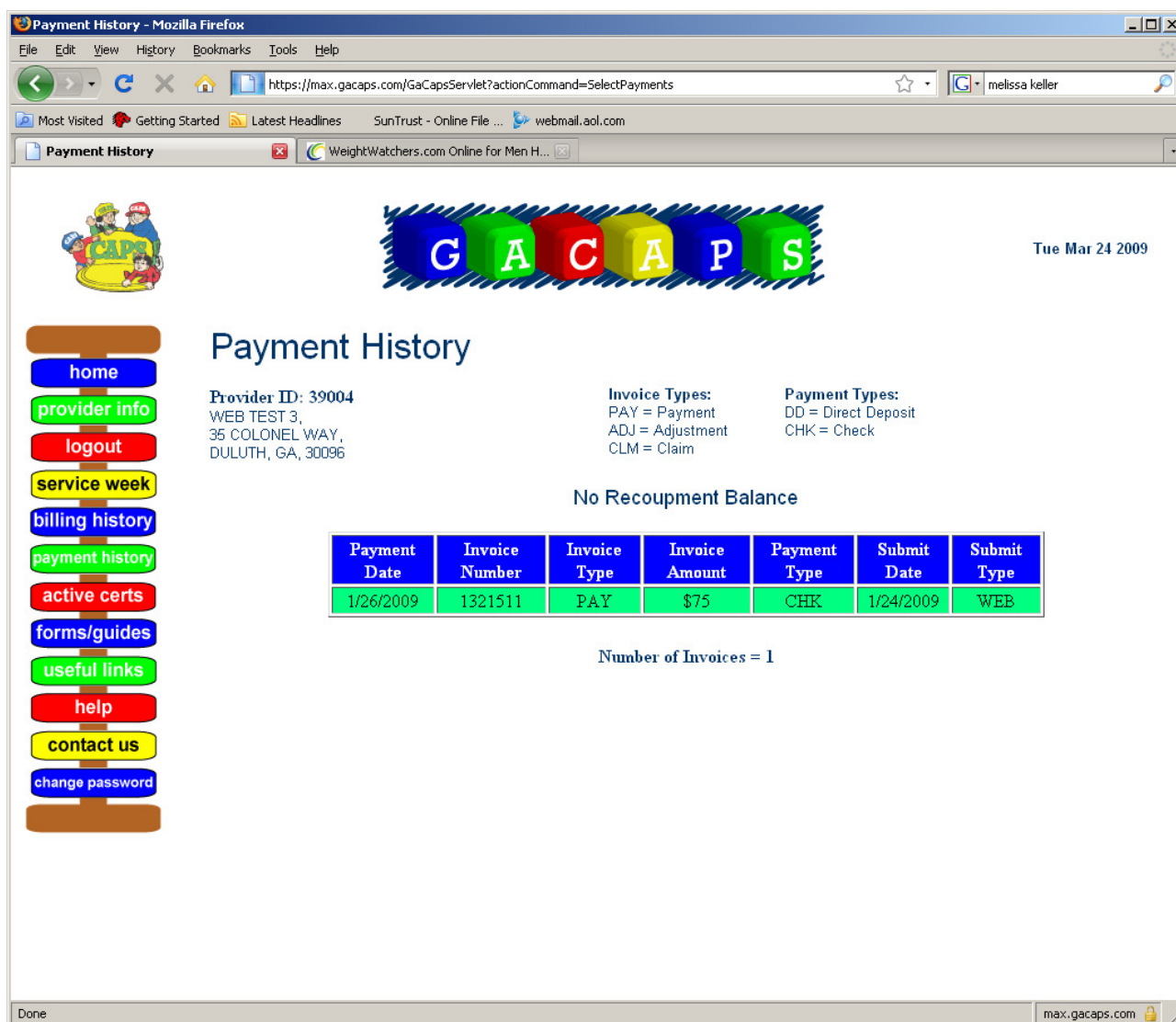
Number of Certificates = 1

Done max.gacaps.com

The Payment History Page

To get to the Payment History page you can click on the words "payment history" on the Home page after you signed in.

By selecting the Payment History page, providers can view a record of payments made to them over the web. This payment detail displays the date, invoice (check) number, the invoice type and amount, whether it was a check or direct deposit, the submit date and whether or not it was a paper or web invoice. If the provider has an outstanding payment balance owed to MAXIMUS/GACAPS, the Recoupment Balance will appear before the payment list.



Payment History - Mozilla Firefox


File Edit View History Bookmarks Tools Help

https://max.gacaps.com/GaCapsServlet?actionCommand=SelectPayments

melissa keller

Most Visited Getting Started Latest Headlines SunTrust - Online File ... WeightWatchers.com Online for Men H...

Payment History

 Tue Mar 24 2009

Payment History

Provider ID: 39004
WEB TEST 3,
35 COLONEL WAY,
DULUTH, GA, 30096

Invoice Types:
PAY = Payment
ADJ = Adjustment
CLM = Claim

Payment Types:
DD = Direct Deposit
CHK = Check

No Recoupment Balance

Payment Date	Invoice Number	Invoice Type	Invoice Amount	Payment Type	Submit Date	Submit Type
1/26/2009	1321511	PAY	\$75	CHK	1/24/2009	WEB

Number of Invoices = 1

home
provider info
logout
service week
billing history
payment history
active certs
forms/guides
useful links
help
contact us
change password

Done max.gacaps.com

The Active Certificates Page

To get to the Active Certificates page you can click on the words "active certs" on the Home page after you signed in.

By selecting the Active certs page, providers will be able to select a service week, up to sixty (60) days in the past or future, to see which certificates are/were active for that service week. Because this information may change daily based on the family's eligibility or changes to certificates, it would be a good practice to check this information regularly if you have questions about certificates.

Active Certificates - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://max.gacaps.com/GaCapsServlet

melissa keller

Most Visited Getting Started Latest Headlines SunTrust - Online File ... webmail.aol.com

Active Certificates WeightWatchers.com Online for Men H...

Tue Mar 24 2009

Active Certificate List

Provider ID: 39004
WEB TEST 3,
35 COLONEL WAY,
DULUTH, GA, 30096

*Care Types:
FT = Full Time/Day or Night
PT = Part Time
BA = Before & After School

Select Service Week: 04/20/2009 Submit

Certificates Active 04/13/2009

Cert. ID	Child Name	D.O.B.	Begin Care	End Care	Care Type	Reg Fee
2056849	BOBBY TEST	2/2/2001	5/26/2008	5/17/2009	FT	N
2056862	SIMON TEST	4/10/2000	5/26/2008	5/17/2009	FT	N

Number of Certificates = 2

Done max.gacaps.com

The Forms & Guides Page

To get to the forms/guides page you can click on the word "forms/guides" on the Home page.

If you ever need a form from MAXIMUS/GA CAPS, you can now access them over the web instead of calling us. W-9, Direct Deposit and Change of Address are just some of the forms you can now print from your own computer and not have to wait for us to send them to you.

http://10.200.138.2/gacaps/

Mon Apr 30 2007 12:58:05 PM

Forms & Guides

Here you can download any information leaflets and forms.
Click on the required link and select open to view the form.

Forms

- W-9 [Download](#)
- Direct Deposit Form [Download](#)
- Criminal Records Check (Application) [Download](#)
- Business Associate Agreement (HIPAA) [Download](#)
- 704 Civil Rights [Download](#)
- Provider Rights & Responsibilities [Download](#)
- Adjustment Request Form [Download](#)
- Change of Address [Download](#)
- Name Change Request Form [Download](#)
- Replacement Check - Affidavit (stop payment) [Download](#)
- Payment Reimbursement Form [Download](#)

Guides

- Provider Newsletter [Download](#)
- Provider Handbook (PDF) [Download](#)
- Web User Instructions [Download](#)
- Resource and Referral List [Download](#)

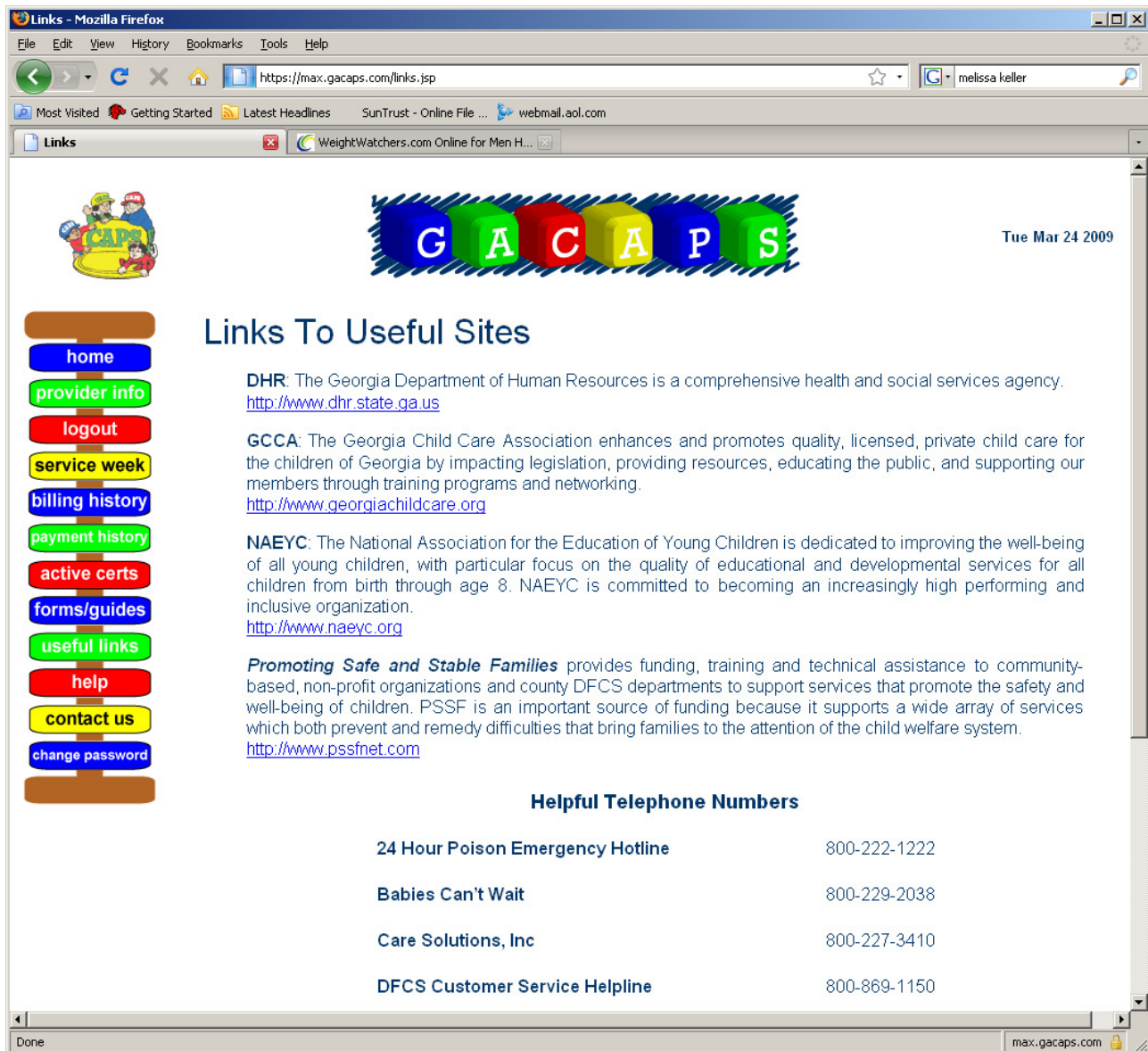
You will need to download Acrobat Reader in order to view PDF files. [Get the latest version here](#)

Get ADOBE® READER®

The Useful Links Page

To get to the links page you can click on "useful links" on the Home page.

The useful links page will list other resources that could be helpful to you as a child care provider. For example, you can link to the State of Georgia's home page, the website for the CAPS program, and the Department of Community Health's homepage. The links screen will take you to these web pages.



The Help Page

To get to the help screen, you can click on the word "help" on the home page.

The help page will have information that might assist you in using this web site, filling out invoices and provide you with answers to questions frequently asked by childcare providers.

If you do not get the information you need from this page, you should call MAXIMUS/GA CAPS toll-free number at 1-877-755-6522.



The Contact Us Page

To get to the contact us screen, you can click on the words "contact us" on the home page.

If you need to send attendance for children who do not appear on your invoice, or would like to ask a question, please use the "contact us" link on the left side of the page.

Please fill out your provider name and the email address assigned to your provider number. Then you can list the children and their attendance or ask us a question by typing in the message field.

change

The screenshot shows a web browser window titled "Georgia Child Care and Parent Services (GACAPS) - Windows Internet Explorer". The address bar shows "http://192.168.144.36/webapp/gacaps/". The page features a logo on the left, a GACAPS acronym in large colorful letters at the top center, and a date/time stamp "Tue 20 Mar 07 08:21:59" on the top right. A vertical navigation menu on the left contains buttons for "home", "provider info", "logout", "service week", "forms/guides", "useful links", "help", "contact us", and "change password". The main content area is titled "Contact Details" and includes the following text: "Georgia Childcare & Parent Services (GACAPS)", "34 Peachtree St", "Suite 2400", "Atlanta", "GA 30303", and "Tel. 1 877 755 6522". Below this, it says "If you have any further questions or comments, please enter your information below". There are input fields for "Name:" and "Email:", both marked as "(required)". A "Message:" label is followed by a note in red text: "(If you are a current provider, please include your provider ID)". A large text area for the message is provided at the bottom.

Parent Responsibilities

- Payments are authorized by DFCS to child care providers on behalf of eligible parents/guardians.
- The parent/guardian is ultimately responsible for making sure all costs associated with his/her child care are paid.
 - After a payment has been made to the provider based on the authorized certificate, any difference in the amount between the DFCS payment and the provider's charge must be paid by the parent/guardian.
- In many instances, families who receive CAPS subsidies are assessed fees by DFCS.
 1. This fee is the portion of the child care cost, based on the family size and income, which the family pays directly to the provider.
 2. The family fee is deducted from the amount paid by CAPS to the provider.
 3. The total amount of the family fee is indicated on the certificate. Some families may be exempt from paying fees. Examples of these exemptions include:
 - Families who are applicants or recipients of Temporary Assistance to Needy Families (TANF) checks and who are participating in a DFCS approved activity;
 - Children who are in DFCS custody;
 - Families where the responsible parent is a teen parent (under age 18 years old) attending school;
 - Families who receive a hardship waiver from DFCS can have fees waived temporarily.
- Clients must notify DFCS within 10 days of any changes in their child care arrangement. Examples include: change in address, change in job, change in income, etc.

The total amount the parent/guardian is responsible for paying includes any fees assessed by DFCS and any amounts or charges not covered by what DFCS has authorized for payment.

Provider Mediation

What can I do if I disagree with a decision made by MAXIMUS/GACAPS?

Most of your questions or concerns can be resolved by clear communication. Providers should follow these steps:

1. Contact your MAXIMUS/GACAPS Issue Relation Specialist to address any questions or concerns you may have.
2. If the provider and the specialist are unable to resolve the issue, the MAXIMUS/GACAPS Customer Relations Manager will assist with any further mediation necessary.
3. If the issue cannot be resolved through mediation, the **parent** has the right to request a fair hearing by completing the necessary documents with their Child Care Case Manager at the local DFCS office. The parent must request a hearing within 30 calendar days of the date of the form 62, Disposition and Parent Information.
4. Providers are not entitled to a Fair Hearing because CAPS payments are made on behalf of the client.

MAXIMUS Contact Information

MAXIMUS is contracted to provide child care provider management and payment services to providers. MAXIMUS is committed to giving you quality service, delivering prompt payments and providing accurate information.

If you are a provider and you have any questions or concerns, contact MAXIMUS/GACAPS by phone, mail or email.

The MAXIMUS/GACAPS contact information is:

Telephone: Monday - Friday 7am - 5:30 pm
1-877-755-6522
(Automated Voice Response, 7 days, 24 hours)

Mailing Address: 34 Peachtree Street, NW
Suite 2400
Atlanta, GA 30303

Email: gacapsadmin@maximus.com

Important Numbers

- Fire, Police, and Medical Services 911
- 24 Hour Poison Emergency Hotline (800) 222-1222
- Hughes Spalding Children's Hospital Advice Nurse (800) 447-0632
- United Way 211
- Babies Can't Wait (800) 229-2038
- Georgia Council on Child Abuse (800) 532-3208
- Women, Infants, and Children (WIC) (800) 228-9173
- National Child Safety Council (800) 222-1464
- Parent Helpline (800) 345-5044
- GAPS (Georgia Applicant Processing Services) (888) 439-2512
- Georgia Department of Early Care and Learning (DECAL) (888) 442-7735
 - Child Care Services (licensing) (404) 463-0703
 - Pre-K Services (404) 463-4319

CAPS Policy Reminders

DFCS State Policy

Over the past few years, we have printed several policy-related articles in our monthly GACAPS CHAT newsletter. Below are listed several of these reminders that should be helpful to you as a child care provider.

- **When selling your business, changing locations, centers or the type of programs you offer** (such as changing from a family day care home to a group home or center), you must contact DECAL, DFCS and MAXIMUS.
 - DECAL needs to be contacted so they can approve your new location or approve you as a newly operating family day care, group home or licensed center.
 - DFCS must be notified in order to update your information in the system and issue any new certificates that are needed. Changes to your provider type and/or address may affect the amount of money you are eligible for through the CAPS program.
 - MAXIMUS must be notified so we can obtain the most current compliance information.
- Informal Providers - 8 hours of training is due within 6 months of your enrollment date every year.
- As a state approved provider, you may be interviewed by an Office of Investigative Services (OIS) investigator regarding payment discrepancies or suspected fraud. Please keep in mind you have certain responsibilities:
 - Your cooperation in any investigation is required.
 - You must maintain certain records: DHR rules and regulations, required forms from the local county DFCS, required financial forms. Records for subsidized children must be kept for a minimum of 3 years after the month of the last day of service.
 - Tracking the daily attendance and maintaining attendance records.
 - Correctly completing and submitting invoices.
- DECAL has specific rules on the number of children that providers can keep in their homes. If a provider cares for seven to eighteen children in their home, they must be licensed by DECAL as a Group Day Care Home provider. If a provider cares for nineteen or more children, they must be licensed by DECAL as a Childcare Center.

- DFCS/CAPS will only subsidize a **MAXIMUM** of six (6) children at a registered family daycare home.
- DFCS/CAPS will only subsidize a **MAXIMUM** of two (2) children with a non-relative informal provider.
- DFCS/CAPS will only subsidize a **MAXIMUM** of six (6) related children with a relative informal provider. The provider must be related to the child as his or her aunt, uncle, grandparent, great-grandparent or adult sibling. The provider may keep a combination of related and non-related children as long as they do not keep more than 2 unrelated children for pay and the combination does not exceed a total of six (6) children.
- **Parent Fees** - Most families participate toward the cost of their childcare by paying weekly fees. The client pays these fees directly to the childcare provider as long as the child is enrolled. The local DFCS case manager determines the fees based on CAPS policy. The fee amount is included on the client's certificate. DFCS will pay the provider the difference between the set rate and the weekly fee. The client is responsible for any additional costs above the set rates.
- All providers must notify DFCS in their county when children paid through DFCS subsidies are absent for 3 consecutive days without prior authorization from the parent.
- All providers must supply children's attendance records, policies and procedures, verification of social security numbers or federal identification numbers whenever requested by DHR. Failure to comply could cause dismissal from the MAXIMUS/GACAPS program.
- **Reduce overpayments:**
 - Mark only one type of care for child attendance.
 - **Claim only one registration fee for a child during a calendar year.** CAPS policy states a registration fee can be paid once per calendar year for each child in care to a licensed, registered, or exempt provider.
 - Mark "no care" for children who are not in attendance for the service week(s). CAPS policy states, the child must be in attendance at least

one day during the negotiated period for the provider to claim reimbursement.

- Pay close attention to beginning and end care dates on the childcare certificates for children in your care. You must have a new certificate to continue providing care for a child. **Payment will not be made for care provided without a valid certificate.**
- When submitting an adjustment request form for a child(ren) who were previously marked as "no care", please include an attendance sheet if the request is 60 days or older.
- All informal providers must undergo a Criminal Records Check (CRC) to meet health and safety requirements. These providers must also agree to have a working smoke detector and fire extinguisher when care begins in the place that care is provided. These providers must contact Georgia Applicant Services (GAPS) at (888) 493-2512 or visit their web site www.ga.cogentid.com to arrange an appointment to have their fingerprints scanned.

Common Terms and Definitions

Listed below are some terms and their definitions. These terms are frequently used in the Georgia Childcare and Parent Services (CAPS) Program.

Active Provider - A designated provider currently authorized by DFCS and MAXIMUS/GACAPS to provide services for a specific CAPS eligible child.

Administrative Error - Term used in conjunction with overpayments and underpayments when a determination is made by DFCS that the agency caused the error due to misapplying policies or not responding to known changes.

Attendance - Refers to a child's participation in a child care arrangement.

Authorization - DFCS determination that the client/child meets CAPS program guidelines and that child care services may be purchased from the designated provider, who also meets CAPS program guidelines.

Before and After School Care - Care and protection of school-aged children for the hours before and/or after the regular school day.

Billable Week - The weekly billing or invoice period used for a provider to claim reimbursement from DFCS for an eligible child. It begins Monday morning at 6:00am and ends the following Monday at 5:59am.

CAPS - The **Childcare and Parent Services** program. The state's subsidized child care assistance program.

CAPS Monitoring Checklist - This is a checklist completed by DECAL to reflect a health and safety inspection of an informal provider. Some deficiencies listed require dismissal of the provider from participating in CAPS.

CCDF - "Child Care Development Fund" is the primary federal funding source utilized for CAPS.

Center based / Group Home Care - Direct care and protection of infants, pre-school and school children outside of their own homes in center or group home settings.

Child Care Inquiry Lists - County DFCS lists of families interested in receiving CAPS when funding is not available. The addition of families to the CAPS Service is based on the local county DFCS funds.

Child Care Certificate - The form that sets forth the terms of agreement among the child care provider, the parent/guardian/responsible person and local DFCS.

Client or Casehead - The parent/guardian/responsible person in need of subsidized child care services that has been determined eligible for CAPS.

Commissioned - Religious affiliated center-based or group home providers regulated by the DECAL.

Day Care - Provides for day care of children for less than 24 hours a day in an individual family day care home or day care center. Exception: child care can be provided for more than 24 consecutive hours due to the nature of the parent's work.

DECAL - Bright From The Start: Georgia's Department of Early Care and Learning. This is the agency responsible for licensing and regulating child care facilities in Georgia as well as providing incentives for quality services.

DFCS - State DFCS refers to the Division of Family and Children Services, which is a division within Georgia's Department of Human Resources. County DFCS refers to a local Department of Family and Children Services within the State Division.

Dismissal of Providers - Process to stop using a CAPS provider, usually due to not meeting required compliance and/or health and safety standards.

Eligible Child - Child who may receive CAPS based on his/her parent/guardian/responsible person meeting CAPS program requirements and who is within the age limit for care. An eligible child must be either under age thirteen (13), or must be under age eighteen (18) if he/she has documented special needs or is under court ordered supervision.

Family Child Care - The care of a small group of children in a provider's residence. By law, "Family Child Care Home" means a "private residence operated by any person who receives payment for supervision and care for fewer than 24 hours per day, without transfer of legal custody, three but not more than six children under 18 years of age who are not related to such persons and whose parents or guardians are not residents in the same private residence." If a family child care provider takes

care of more than two unrelated children for pay, he/she is required to be registered with the State through DECAL.

Full Day Service / School Age - Providing service for six or more hours daily for a child enrolled in school but not attending due to summer breaks, holidays, etc.

Full Day Service - Providing service for six or more hours daily, and more than three days per week.

GACAPS - The service operated by MAXIMUS. MAXIMUS is responsible for training, providing customer service and paying child care providers.

Health and Safety Monitoring - Monitoring by DECAL of an informal CAPS provider to determine if basic health and safety assurances are in place.

In-Home/Out-of Home Relative Care - Care provided by a relative of the child, to one or more related children for less than 24 hours per day in the child's home or in the relative's home. (Relative means the child's aunt, uncle, grandparent, great-grandparent, or older adult sibling. The older sibling must live outside the child's home to be considered a "relative".)

Inactive Provider - A provider who does not currently care for a child served by the CAPS program. The provider may have participated in the CAPS program in the past or may be enrolled in the CAPS program to accept children eligible under the CAPS program, but not actively receiving payments through MAXIMUS/GA CAPS.

Informal Providers - CAPS providers of child care services that keep up to two unrelated children for pay. They are not required by Georgia Law to be registered with the DECAL, but must enroll with the local DFCS office.

Invoice - Document initiated by MAXIMUS, used by a provider to record a child's attendance and request payment for services given to DFCS subsidized children.

Licensed - Center based or group home providers regulated by DECAL.

Out of Home Care, Non-Relative - Care given to one or more children for less than 24 hours a day in the home of a person not related to the child in care.

Part time Care - Care and protection of children by a child care provider for less than 6 hours a day or less than three days per week.

Pre-K Extended Care - The care paid by CAPS for an eligible child who attends a Pre-K program and needs care either before or after the Pre-K school day.

Pre-K - Georgia's lottery funded pre-kindergarten program, operated in child care centers or in public schools and monitored by DECAL.

Provider - Individuals or programs that offer direct child care services to children participating in the CAPS program

Provider Claims - Determination that a previous overpayment or underpayment occurred and money is owed by or to the child care provider.

Provider Claims-Overpayment-When a provider's invoice has been processed for payment under multiple certificates for the same service weeks; a registration fee has been paid for the same child more than once within the same calendar year; a provider was paid for a child whose parent has lost their eligibility; or a provider received more money than the family was eligible to receive.

Provider Claims-Underpayment-When a provider has been underpaid for an invoice processed for payment for a child, or a provider received less money than the family was eligible to receive.

Provider Compliance - Indication that the MAXIMUS/GACAPS provider meets the mandatory requirements to participate in the CAPS program.

Special Needs Care - Care, supervision, and protection of a child under the age of 18 who has a documented physical or mental condition and is incapable of caring for him/herself.

UAS Code - the Unified Accounting System funding source identified by the DFCS Caseworker for an eligible child. The cost of care for child care services is taken from this source and reported to the Federal Government.

Zone - Payment area based on the county in which the child care is provided. The state designates maximum allowable rates for the type of care based on each zone. The State of Georgia is divided into three payment zones, with designated counties in each zone.